

MULTIMEDIA



UNIVERSITY

STUDENT ID NO

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# MULTIMEDIA UNIVERSITY

## FINAL EXAMINATION

TRIMESTER 1, 2017/2018

### **BMK 1014 – PRINCIPLES OF MARKETING** ( All sections / Groups )

14 OCTOBER 2017  
9.00 a.m. - 11.00 a.m.  
( 2 Hours )

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#### INSTRUCTIONS TO STUDENTS

1. This question paper consists of **SIX (6)** printed pages (including the cover page) with **TWO (2)** sections (**A and B**).
2. **Section A** (40 marks): Answer **ALL** questions.
3. **Section B** (60 marks): Answer **ALL** questions.
4. Please write all your answers in the Answer Booklet provided.

**SECTION A: 40 marks****Answer all questions.**

- 1) According to the five-step model of the marketing process, the first step in marketing is \_\_\_\_\_.  
A) capturing value from customers to create profits and customer equity  
B) constructing an integrated marketing program that delivers superior value  
C) engaging customers, building profitable relationships, and creating customer delight  
D) understanding the marketplace and customer needs and wants  
E) designing a customer-driven marketing strategy
  
- 2) Dividing a market into several sections of customers is known as \_\_\_\_\_.  
A) mass customization  
B) market positioning  
C) market segmentation  
D) value engineering  
E) undifferentiated marketing
  
- 3) A \_\_\_\_\_ is purposeful, specifying what an organization wants to accomplish in the larger environment.  
A) marketing strategy  
B) marketing objective  
C) strategic plan  
D) mission statement  
E) market portfolio
  
- 4) According to the BCG matrix, products or businesses with a high market share in a high-growth market are classified as \_\_\_\_\_.  
A) stars  
B) cash cows  
C) question marks  
D) dogs  
E) heroes
  
- 5) Diva Corporation insures manufacturers, distributors, and consumers against the loss or damage of goods during transportation after a purchase or sale. In this case, Diva is an example of a \_\_\_\_\_.  
A) wholesaler  
B) retailer  
C) financial intermediary  
D) physical distribution firm  
E) marketing service agency

**Continued...**

6) June Distributors Ltd. buys electronic products from manufacturers for wholesale and sells them to various retail outlets. To which of the following markets does June Distributors Ltd. directly cater?

- A) business markets
- B) reseller markets
- C) manufacturer markets
- D) supplier markets
- E) consumer markets

7) Siti Zaharah, the manager of a children's boutique, collects data from her monthly records of sales, costs, and cash flow. In this case, Siti is making use of \_\_\_\_\_ databases.

- A) external
- B) secondary
- C) historical
- D) internal
- E) dialog

8) Red Bull Inc. has decided to launch a new energy drink that will have the fewest calories among its competitors. To understand the market potential for the new drink and the demographics and attitudes of consumers who are likely to buy the product, Red Bull should most likely use \_\_\_\_\_.

- A) exploratory research
- B) archival research
- C) causal research
- D) experimental research
- E) descriptive research

9) Which of the following is a psychographic characteristic of a consumer?

- A) gender
- B) age
- C) lifestyle
- D) occupation
- E) economic status

10) \_\_\_\_\_ involves enlisting or even creating opinion leaders to serve as brand ambassadors who spread the word about a company's products.

- A) Social marketing
- B) Traditional marketing
- C) Buzz marketing
- D) Direct marketing
- E) Values marketing

**Continued...**

- 11) Gulf Coast, a wholesale shrimp distributor, groups its customers by regions in the United States, such as Midwest, Northeast, and Southwest. For each region, Gulf Coast tailors a different set of advertisements and promotions. The supplier is segmenting its market according to \_\_\_\_\_.  
A) behavioral factors  
B) personality characteristics  
C) geographic location  
D) benefits sought  
E) demographics
- 12) Gold Class Electricals, a consumer-electronics firm, targets market segments based on factors such as country, age, social class, usage rate, and benefits sought. The company divides its markets based on \_\_\_\_\_.  
A) demographic variables  
B) geographic regions  
C) multiple segmentation bases  
D) behavioral variables  
E) psychographic segmentation bases
- 13) Laundry detergent, candy, magazines, and fast food are purchased frequently by customers. They are examples of \_\_\_\_\_ products.  
A) unsought  
B) shopping  
C) convenience  
D) specialty  
E) industrial
- 14) Which of the following statements is most likely true about unsought products?  
A) Unsought products are consumer products and services that customers buy frequently.  
B) Marketers use aggressive advertising to convince consumers to buy unsought products.  
C) Unsought products are typically purchased for further processing by industrial manufacturers.  
D) Compared to convenience products, unsought products are purchased more frequently.  
E) Unsought products offer many unique characteristics to status-conscious consumers.
- 15) In which of the following cases is crowdsourcing used for new product development?  
A) A company creates a forum where anyone can contribute new product ideas.  
B) A company hires a marketing agency to generate new product ideas.  
C) A company reviews the sales, costs, and profit projections of an existing product.  
D) A company depends on its R&D department to come up with new ideas.  
E) A company partners with a design agency to create a few prototypes.

**Continued...**

16) Hollingsworth is a retail company that is planning to release a new line of luxury personal care products. Its managers are now reviewing the sales history of similar products and conducting marketing surveys to estimate minimum and maximum sales for the product. In which of the following stages of the new product development process is the product?

- A) test marketing
- B) idea screening
- C) business analysis
- D) marketing strategy development
- E) concept testing

17) Lovely Skin is establishing a pricing strategy for a new mini moisturizer. The total cost to produce each unit is RM3.50. The company has decided to add a RM1.50 markup, so the unit price to distributors will be RM5.00. Lovely Skin is using a \_\_\_\_\_ approach to price the new moisturizer.

- A) value-added
- B) good-value
- C) cost-plus
- D) competitor-based
- E) break-even

18) There are more than 50 kailan farmers in Cameron Highlands, Pahang, that grow, package, and distribute the same quality kailan. An individual farmer cannot charge more than the going market price per unit without the risk of losing business to the other farmers. This is an example of \_\_\_\_\_.

- A) pure competition
- B) monopolistic competition
- C) oligopolistic competition
- D) a pure monopoly
- E) a black market

19) A \_\_\_\_\_ is made up of a company, its suppliers, distributors, and, ultimately, customers who "partner" with each other to improve the performance of the entire system.

- A) manufacturing chain
- B) distribution center
- C) marketing intermediary
- D) value delivery network
- E) disintermediation system

**Continued...**

- 20) ) Which of the following is an example of a horizontal conflict?
- A) a Nike shoe dealer complaining that the shoes provided to the dealer are defective
  - B) a Ford car dealer complaining that another Ford dealer is underpricing the same models
  - C) a FedEx agent complaining that a DHL agent is cutting off his business
  - D) a Walmart executive complaining to a Pepsi executive for not replenishing stocks on time
  - E) a Gucci executive complaining to Gucci's suppliers of delays in shipping consignments

**SECTION B: 60 marks****Answer ALL questions.****Question 1**

Explain the concept of positioning for competitive advantage.

(20 marks)

**Question 2**

Distinguish between market-skimming pricing and market-penetration pricing.

(20 marks)

**Question 3**

List the various types of sales promotions and their objectives.

(20 marks)

**End of Page.**

